Discussion on having one County-wide RPS system

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Current Process

- Each entity has its own RPS programs and database
- Each entity is responsible for updating RPS programs either using their own staff or NYS staff
- At least twice a year, each entity is responsible for sending files to Erie County to update their RPS information, which is used to create the tax bills
- Erie County processes at least 56 uploads into RPS annually

Benefits of single instance model

- The physical or electronic transfer of database files is not required
- The management, security, control of the RPS database is established at central processing center by full time IT staff
- Performance is as fast as if it were housed in the same building – or better.
- Remote PC upgrades not needed -- no processing takes place on remote PC

Benefits of single instance model

- Process from anywhere with an Internet connection
- Central system is designed to survive catastrophe
- RPS & database patches and upgrades at the central processing site
- All assessors will be able to view both Commercial and Residential sales data

Benefits of single instance model

- County web site can be updated more frequently than twice a year
- The towns can focus on Assessments, and not spend their time on IT duties.
- Each of these benefits confirmed by NYS ORPS

How will this work?

* Who will provide hardware and support at the town level? What type of equipment will be required?

* **Hardware and network support at the town level would be handled the same way it is done now. "VMware View Client" is supported on any Internet connected Windows XP/Vista/7 32- or 64-bit, iPad, Android or MacOS system.**

How will this work?

* Who will be responsible for the connection? What type of connection will be required?

* In most cases, whatever connection now in use at the municipal offices for Internet access will be used. Any Internet service that can provide 50-150Kbps per concurrent user will be required (Time Warner business class cable starts at 7168Kbps, for example).

How will this work?

- How will the connection work – VPN Client from a browser?

- **VMWare View Client will be used.**
- **Secured with SSL encryption.**
- **After logon, presents a Windows 7 Desktop with any required RPS software.**

* Can other towns see my town's assessment data?

* **Security can be set up so that you can only see your own town's data.**

* How will this work?

* How will we be charged by RPS?

* **Your RPS bill will not change. RPS will still bill you by number of properties.**

* How will this work?

How will this work?

- Will it be available 24/7? Will the County schedule maintenance and upgrades during off hours? Will the County notify towns in advance?

- RPS system will be available 24/7, unless otherwise notified
- Routine maintenance is done outside normal business hourse
- Entities will be notified as far in advance as possible

* Will we need special printers?

* With VMWare View, as long as the printer works for the system that the client is installed on, it will work on the VMware View Client.
* No special printers needed.

* How will this work?

How will this work?

* What type of servers will the files be housed on?

* The processing load for the towns can be distributed over more than 12 multiprocessor servers as needed.

* Server hardware
  * Dual Quad-core 3GHz CPU
  * 128 GB RAM
  * 10Gbps Dual NIC
  * Solid-state storage array

How will this work?

- Will there be a single server with a single county wide file running on it – or will there be individual town files or grouped town files on certain designated servers?
- The arrangement of entity files within RPS is yet to be determined, but will be designed to ensure security and reliability.

How will this work?

* Will there be multiple access points for fault tolerance and performance? Will there be some redundancies for possible equipment failure?

* The environment is load-balanced across two geographically discrete data centers.
* Backups are stored at the secondary data center.
* Redundant power, cooling, storage and networking.
* 24/7 automated monitoring and event notification

* Will there be a charge back for services?

* Undetermined at this time, but if it is decided to charge, it will not be substantial.

* How will this work?

Questions?

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